

**PROCEEDINGS OF THE AGING & DISABILITY RESOURCE CENTER OF BROWN
COUNTY BOARD MEETING**

September 23, 2010

PRESENT: Keith Pamperin, Donajane Brasch, Pat Finder-Stone, Bill Clancy, Judy Parrish, Grace Aanonsen, Tom Diedrick, Steve Daniels, Pat Cochran

EXCUSED: Libbie Miller

ALSO PRESENT: Sunny Archambault, Arlene Westphal, Debra Bowers, Devon Christianson, Tina Brunner, Pam Groeschl, Denise Misovec, Jane Smith, Tina Whetung

PLEDGE: OF ALLEGIANCE.

Chairperson Diedrick called the meeting to order at 8:35 a.m.

INTRODUCTIONS: Introductions were made by Board Members and those present.

ADOPTION OF AGENDA: A motion was made by Mr. Daniels and seconded by Ms. Aanonsen to adopt the September 23, 2010 agenda. **MOTION CARRIED.**

APPROVAL OF THE MINUTES OF THE REGULAR MEETING OF AUGUST 26, 2010: Sup. Clancy moved and Mr. Pamperin seconded to approve the minutes of the regular meeting of August 26, 2010.

FINANCIAL REPORT:

A. APPROVAL OF THE AUGUST 2010 FINANCE REPORT: Ms. Archambault noted that last month we reported a deficit in the Nutrition Budget; however, an error in a formula was discovered and we now appear to have only a slight decrease in Nutrition with the remainder of the budget being on target. Under revenues we are receiving substantially more MA Claiming collars than anticipated.

Mr. Pamperin moved and Ms. Parrish seconded to approve the August 2010 Finance Report. **MOTION CARRIED.**

II. REVIEW AND APPROVAL OF RESTRICTED DONATIONS: There were no restricted donations to report.

REPORT FROM BENEFITS SPECIALIST TEAM LEAD: Ms. Brunner introduced herself as the Team Lead for the Disability & Elderly Benefit Specialist Unit at the ADRC. She began by noting that the ADRC has 2.5 Disability Benefit Specialists and 1.5 Elderly Benefit Specialists FTEs on staff and distributed pamphlets describing both the Disability & Elderly Benefit Programs. She also shared a Benefit Specialist Activity Report depicting statistics on consumers served as well as the fiscal impact of these benefit dollars for Brown County for a period of time from January 1 to June 30, 2010. Unfortunately data collection systems have changed and comparisons for this period last year to this year are not available.

Ms. Brunner went on to explain that during this 6 month period we served almost 2800 total clients of which 1093 cases were elderly and 1080 cases were disabled. An "Open Case" for an Elderly Benefit Specialist would be a case where the specialist actually resolves the consumer's issues and links them to services. Anything other than that is considered an "Information Only Case". An "Open Case" for a Disability Benefit Specialist is any consumer the specialist spends more than 30 minutes with. Disability case numbers may look smaller; however, these cases are very labor intensive and the specialist can stay with a case for 2 years or longer while an elderly case covers a much shorter period of time causing the number of cases to differ. The average Disability Benefit Specialist can have up to 70 cases open while an Elderly Benefit Specialist averages 30-40 open cases.

The monetary impact of benefit dollars for Brown County is defined when a consumer is connected to a service and it is confirmed that they actually access the benefit. The benefit is determined by a formula set by the state and reflects one year of benefits or the benefit amount received in a lump sum for back payments. A benefit can be comprised of a percentage of Federal, State and/or Other Dollars. An example of "Other Dollars" would be pharmaceutical rebates. The total benefit dollars for Brown County during this 6 month period was \$2,502,388 of Federal Dollars, \$587,484 State Dollars and \$112,965 Other Dollars.

Ms. Brunner reviewed the top topics the Benefit Specialists serviced over this 6 month period. This list included working on programs associated with Medical Assistance, Medicare, and the Veterans Administration. The example Ms. Brunner used of where they received the most contact was Medicare Part D, the drug portion of Medicare. She explained that covering this topic would involve discussing the differences in plans available to the consumer, which plans might be the most beneficial to them, and open enrollment periods. The Specialist might also address issues such as retro-coverage, special enrollment periods, or work with a pharmacy regarding immediate medication needs.

In summary, Ms. Brunner noted that although we have an outreach person available to help with Medicare Part D and to work on low income subsidy for Medicare, the training time needed for regular staff to stay up to date on interfacing programs to maximize benefits is enormous.

RECOMMENDATION FOR ADRC GOVERNING BOARD REQUIREMENTS: Ms. Archambault explained that at last month's Board Meeting discussion took place regarding ADRC Governing Board Requirements. She noted that our current by-laws would need to be amended to reflect the new membership requirements. The board requested that Ms. Archambault review these requirements with the ADRC staff and bring back a recommendation that would meet the State Policy for ADRC Board of Directors.

Ms. Archambault recommended the board composition be changed to:

"The board shall be composed of fourteen (14) members, to be appointed by the county Executive and approved by the County Board, with one (1) of those members to be a County Board Supervisor, a minimum of seven (7) members to be sixty (60) years of age or old, two (2) members with a developmental disability or their family members, guardians, or advocates, two (2) members with a physical disability, one (1) member with mental illness and/or substance abuse issues or their family members, guardians or advocates, one (1) member from the Oneida nation. The composition of the governing board shall generally reflect the ethnic and economic diversity of the Aging and Disability Resource Center's service area."

Ms. Archambault has sent information to John Luetscher, Corporation Counsel, for his recommendation on the process required to make this change.

Sup. Clancy moved and Ms. Parrish seconded to approve the recommendation as stated above, pending recommendation from Corporation Counsel. **MOTION CARRIED.**

Ms. Archambault informed Mr. Daniels, Ms. Cochran, Ms. Finder-Stone, and Sup. Clancy that their terms on the ADRC Board will expire in November 2010. She requested that they let her know if they are interested in serving for another term.

ADRC UPDATE-211 REPORT: Ms. Christianson referred board members to the 2010 Collaborative Community Report included in the board packet. The report reflects the collaborative efforts of United Way's 211, the Crisis Center and the ADRC to present data to demonstrate patterns of need in the Brown County community, to educate policy makers and the public on potential service gaps and find ways to link community providers with consumers to address these unmet needs. Each of these agencies uses a different database to collect caller information; but, together they have created a single resource database to ensure consistent resource information. By using agreed upon categories, including all contacts, contact type, urgency of contact, who is contacting, top 10 contact issues, top 10

numbers of referrals made and unmet needs, they are able to produce this Collaborative Community Report.

Ms. Christianson went on to explain that a Quality of Life Survey and Assessment is underway in Brown County, and Focus Groups have been established to enable seniors to offer their input and support. The final Quality of Life Report will help to produce a more comprehensive picture of our community. The challenges we face with data collection are the decisions on common definitions and although we share the same resources, each agency is working with a different caller database. As common themes begin to surface each agency's goal is not to duplicate but to use each other in a warm transfer process.

Ms. Christianson reviewed each of the categories listed in the report noting that housing, transportation (gas vouchers, bus tokens, and service to rural areas), and Mental Health are common issues for all three agencies. Financial and benefit issues that are not turned over to the Benefit Specialist Department continue to be a large area of contact for Information & Assistance. There are also seasonal patterns to phone calls such as energy assistance in fall. Ms. Christianson reviewed the charts tracking the volume of calls reminding board members that while the Crisis Center and 211 are a 24 hour service, the ADRC takes calls 8 hours a day with average contact time being 50 minutes per contact. Through this report we have also learned that we continue to serve a high percentage of persons who are aging. While the majority of 211 calls are from the consumer, the ADRC receives most of their calls from family members and friends of the consumer.

Ms. Christianson will be working with Laura Warner on the Community Life Study, and with the focus groups. She will continue to collect and share data and will report back to the board.

OLDER AMERICANS ACT REAUTHORIZATION: Ms. Archambault explained that Ms. Zuidmulder, Add LIFE Center Program Coordinator, surveyed the Veterans Group that meets at the ADRC. They were asked what services funded by the Older Americans Act were the most important to them. Some of the top services included socialization, meals, our loan closet, support services, and our benefit specialist program. It became apparent that the services we are providing are what the seniors and disabled want and need.

Ms. Finner-Stone moved and Mr. Daniels seconded the recommendation to submit information to the federal office that the Reauthorization of the Older Americans Act (OAA) include support for the expansion of ADRCs nationwide and for increases in OAA funding in response to the growing demographics of aging. **MOTION CARRIED.**

REGIONAL ADRC QUALITY SPECIALIST REPORT – ADRC LOCATION & PHYSICAL PLANT

SURVEY: Ms. Pam Groeschl, Regional ADRC Quality Specialist with the State of Wisconsin Department of Health Services, stated that the state is completing a survey for each ADRC regarding the location and physical plant. She began her report stating that the goal of the ADRC is to be located so it is easy to find, warm, welcoming, and accessible. In 2010 Wisconsin was the only state to receive the national *Outstanding Achievement Award* for its person-centered approach and service to all individuals regardless of income or the type of service required through the establishment of ADRCs. Wisconsin received special honors for being a pioneer & founder of ADRCs, its continued innovation and leadership, and for being a model for other states. Ms. Groeschl noted that Wisconsin has the most sophisticated ADRC in comparison to other states and is viewed as the leader in providing learning for the rest of the nation.

Ms. Groeschl referred board members to the ADRC Location & Facility Evaluation Tool (survey) included in the board packet. The Office of Resource and Community Development (ORCD) is asking for the help of all governing boards within Aging & Disability Resource Centers in Wisconsin in surveying their ADRC location and physical plant. Each governing board would consider how a new customer would experience their ADRC by completing one survey per location. The purpose of the survey is to: identify what is and is not working in regard to their ADRC's location and physical plant; determine the customers' perceptions and willingness to recommend the ADRC to others; learn more

about program and customer needs and perceptions; and validate the successes of the ADRC and to add to existing knowledge of best practices.

Ms. Groeschl asked that board members participate by completing the survey. Ms. Archambault added that it would be helpful if a board member could bring someone to the ADRC who had never been here before to also complete a survey. Mr. Diedrick asked that surveys be returned within three weeks and a summary presented at the next board meeting. Ms. Groeschl thanked the board members for their participation.

DIRECTOR'S REPORT: No Report.

GWARE UPDATE: No Report.

ANNOUNCEMENTS: The following announcements were made:

- A. Ms. FINDER-Stone invited board members to attend the Coalition of Wisconsin Aging Group's District 4 Meeting on October 4th at the Holiday Inn. She noted that all legislative incumbents have been invited as well as others who will be on the ballot for elected offices. The deadline to register for the District Meeting is next Thursday.
- B. Mr. Pamperin announced the Wheelchair Wash being held at Options for Independent Living on Saturday, September 25th from 9:30 a.m.-12:30 p.m. Wheelchairs will be washed, cleaned, and go through a basic safety check. This event is sponsored by the Knights of Columbus Council 617, Independent Mobility Plus, the CP Center the ADRC and Options for Independent Living.
- C. Chairperson Diedrick informed board members that Rolf Hanson, the Planning Director for Northeast Wisconsin Family Care, will be invited to present at our next meeting.

NEXT MEETING DATE – OCTOBER 22, 2010: It was noted that the next meeting is scheduled for October 28, 2010, not October 22nd, at the Aging & Disability Resource Center.

There will be no Board Meeting scheduled for November due to the Thanksgiving Holiday and a combined November/ December meeting will be held on December 9, 2010 at 8:30 a.m. at the Aging & Disability Resource Center.

ADJOURN: Mr. Pamperin moved to adjourn and Ms. Cochran seconded. **MOTION CARRIED.** The meeting adjourned at 10:14 a.m.

Respectfully submitted,

Arlene Westphal

Arlene Westphal, Secretary